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A3. BASIC LOCAL EXCHANGE SERVICE

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedules (Cont'd)

A3.2.3 Area Plus Service¹

A. General

1. Area Plus service is offered where facilities and equipment are available. The rates specified, including applicable usage charges, entitle subscribers to access all exchange access lines in the subscriber's local calling area as defined in A3.4.
2. Subscribers to Area Plus service are regularly billed monthly in advance. Usage charges are billed monthly in arrears.
3. Operator assisted charges as specified in A3.8.1 apply to operator handled and credit card calls in addition to the usage charges specified.
4. Long distance rates as specified in A18.3 apply for calls to points in the expanded service area on which the Company quotes time and charges.
5. Usage charges will not apply to calls to the Company Business Office, Repair Service, Directory Assistance or for Emergency 911 Service. Regular Directory Assistance charges apply as specified in A3.12.
6. Service charges specified in Section A4 do not apply for a conversion of existing service from Area Plus service or Area Plus service with the Complete Choice option². The Company will change the customer to another Area Plus option at no charge if the customer is not satisfied with an Area Plus service.
7. Area Plus service is not available for party line service, Foreign Exchange Service, Access Line Service for Payphone Provider Telephones or Remote Call Forwarding service.
8. Residence customers may subscribe to Area Plus service with the Complete Choice option². All services/features specified in A103.2.1.B as available with Complete Choice service are available with this option of Area Plus service. **Terms, conditions** and limitations specified in A103.2.1.B for Complete Choice service apply to this option of Area Plus service. Area Plus services with the Complete Choice option include the Premium package described in B.2.d.(3) at no additional charge.² (T)
9. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option². Both plans offer rotary service (hunting) at no additional charge as specified in A103.2.1.B. All services/features specified in A103.2.1.B as available with Complete Choice service are available with each line of a multi-line package. **Terms, conditions** and limitations specified in A103.2.1.B for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises.² (T)
10. Existing customers of Area Plus service with the Complete Choice option cannot take advantage of special promotions for Complete Choice service or any of the services/features specified in A3.2.1.B, unless specifically allowed by the terms of the special promotion.

B. Rates and Charges

1. The following monthly rates apply for Area Plus services:
 - a. Individual line service

	Suspend Rate	Monthly Rate	USOC
(1) Residence			
(a) Per line without the Complete Choice option	\$5.00	\$23.00	A6P
(b) (Obsoleted, See Section A103.2)			
(c) (Obsoleted, See Section A103.2)			
(d) (Obsoleted, See Section A103.2)			
(2) (Obsoleted, See Section A103.2)			

Note 1: Obsoleted for business customers. See Section A103.

Note 2: Complete Choice Obsoleted. See Section A103.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedules (Cont'd)

A3.2.4 Sharing and Resale of Basic Local Exchange Service

A. General

1. Sharing and Resale of Basic Local Exchange Service is permitted as specified in A23.1. Sharing and resale providers may subscribe to message rate service as specified in B. following or Area Plus service as specified in A103.2. (T)

B. Sharing and Resale Message Rate Service

1. General

- a. The *terms* and conditions specified in A3.2.2.A. apply to sharing and resale providers who subscribe to message rate service at the rates specified in 2. following. (T)

2. Rates and Charges

- a. Exchange Sharing and Resale Trunks - Message Rate

(1) Rate Groups 1-4

	Group				
	1	2	3	4	USOC
(a) Combination, with an allowance of 50 outward local messages	\$36.87	\$39.34	\$41.80	\$44.27	SM3
(b) Two-way, with an allowance of 50 outward local messages	36.87	39.34	41.80	44.27	SMW
(c) Outdial, with an allowance of 50 outward local messages	36.87	39.34	41.80	44.27	SMS
(d) Inward only	38.58	41.13	43.68	46.23	SM31X
(e) Direct Inward Dialing - Inward Only	38.58	41.13	43.68	46.23	SM9

(2) Rate Groups 5-7

	Group				
	5	6	7	8	USOC
(a) Combination, with an allowance of 50 outward local messages	\$46.73	\$49.20	\$51.66	\$-	SM3
(b) Two-way, with an allowance of 50 outward local messages	46.73	49.20	51.66	-	SMW
(c) Outdial, with an allowance of 50 outward local messages	46.73	49.20	51.66	-	SMS
(d) Inward only	48.78	51.33	53.88	-	SM31X
(e) Direct Inward Dialing - Inward Only	48.78	51.33	53.88	-	SM9

- b. Charge for local messages originated to the basic service area in excess of trunk message allowance.

(1) Per message

(a) Each	Rate	USOC
	\$.12	NA

C. (Obsoleted, See Section A103.2)

D. Sharing and Resale Flat Rate Service (For Management and Client Use)

1. Refer to Section A3.2.1 for Flat Rate Trunk charges.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedules (Cont'd)

A3.2.7 Reserved for Future Use

A3.2.8 Complete Choice Enhanced Service

A. Description of Service

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:
 - A13.9 Custom Calling Services excluding Customer Control¹ and Multipath¹ versions of the Call Forwarding features
 - A13.19 TouchStar services excluding Personalized Ring 6¹, Caller ID-Basic and Calling Number Delivery Blocking-Permanent¹
 - A13.34 RingMaster service
 - A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All *terms, conditions* and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4. do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service. (T)

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$7.50	\$34.00	PAMA8

Note 1: These features are available separately as specified in A13.9 or A13.19.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedules (Cont'd)

A3.2.9 Complete Choice Basic Service

A. Description of Service

1. The Complete Choice Basic service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

A13.9 Call Waiting ID

A13.19 Caller ID

A subscriber must select Caller ID and, in addition, may select Call Waiting ID. All *terms, conditions* and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4. do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of the Complete Choice Basic service can not take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in A3.2.9.A.3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$7.50	\$30.00	PAMA7

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Operator Assisted Local Calls

A3.8.1 Operator Assistance Charges

- A. All types of local exchange service have local calling areas as specified in A3.4 which are the areas that can be called on a flat rate basis (no charge for individual calls), on a local coin call rate basis, on a message rate basis (charges based on the number of calls), or on a measured service basis (charges based on a combination of one or more measured service rating elements). (T)
- B. Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- C. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.
 - 1. Station-to-Station

	Charge Per Call	USOC
(a) Customer Dialed Calling Card ^{1,2}	\$1.00	NA
(b) Operator Services Assisted ^{1,2}	1.00	NA
2. Person-to-Person		
(a) Each ²	5.00	NA
3. Zero Minus Charge ³		
(a) Provision of Area Code, Place Name (in what Area Code is a city or exchange), Ring Back (caller wants call back to test whether equipment connected to his line "rings" when outside caller dials his number), Operator Dialing of 800, 888, 877, 866 and 855 numbers on the caller's behalf; each request (one request per call)	1.25	NA

- D. The following Operator Assisted Local Calls are exempt from the service charge:
 - 1. Calls to designated Company numbers for official telephone business.
 - 2. Emergency calls to recognizable authorized civil agencies.
 - 3. Those cases where a Company operator provides assistance to:
 - a. Reestablish a call which has been interrupted after the called number has been reached.
 - b. Reach the called telephone number where facility problems prevent customer dial completion.
 - c. A call placed by a customer dialing 0- and identifying himself/herself as being visually or physically disabled and unable to place the call due to the disability.
 - d. A call placed by a residence customer dialing 0+ and identified as being a certified visually or physically disabled customer through the use of the customer's Calling Card.

A3.8.2 Operator Assisted Premium Plan

- A. A premium is defined as a commission applicable to surcharge revenue associated with local operator assisted call requests sent to the Company by the customer. Such premiums may be payable to subscribing customers based on the Company's surcharge revenue generated by said calls. These calls must:
 - 1. originate from a telephone line associated with the customer's account,
 - 2. originated and terminate in the same Basic Local Calling Area,
 - 3. be carried and completed by the Company via Company facilities and
 - 4. be billed by the Company.

In the event the Company billing records used to determine the premiums are destroyed or lost, the Company shall not be liable for payments of premiums on such lost data.

Note 1: These charges also apply to Directory Assistance calls.

Note 2: Calls dialed 0 - and 0 + from Access Line Service for Payphone Service Providers, excluding SmartLine service, must be alternately billed to an account other than the originating line.

Note 3: Applies when customer dials zero and no other digits from a local exchange wireline, requests and receives service as described. This charge is not applied to requests originating from payphones or wireless.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.9 Verification and Emergency Interrupt Service

A3.9.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

A. Verification

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
2. A subscriber originated request for verification of a local number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A subscriber originated request for Emergency Interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt request.

A3.9.2 Application of Rates and Charges

- A.** No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B.** Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C.** If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges for Operator Assisted Local Calls as defined in A3.8 apply in addition to the applicable verification and emergency interrupt charges.
 1. Verification Request

	Nonrecurring	
	Charge	USOC
(a) Each request	\$6.45	NA
2. Emergency Interrupt Request		
(a) Each request ¹	6.45	NA

Note 1: A charge for a Verification Request also applies.

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.11 Rotary Line Service

A3.11.1 Description

- A. Rotary line service allows completion of an incoming call which is directed to a line that is in use by redirecting the call to another line that is not in use. The service uses central office equipment to automatically complete calls made to any number in a rotary (hunting) group over the first available line in the rotary group. The rotary search ends either with the last line in the group (standard hunting) or with the line preceding the original number dialed in the rotary sequence (circular hunting).

A3.11.2 General

- A. Rotary line service is provided on a per line basis. The appropriate per line rate will be applied for each required rotation in a standard hunting arrangement. The per line rate is applied to all lines in a circular hunting arrangement.
- B. Rates for Rotary Line Service are not applicable to measured or message Network Access Registers (NARs).
- C. Effective June 6, 1997, residence subscribers shall not have more than three (3) residence service lines in a rotary or hunting arrangement at a private residence location. If more than three lines are required in a rotary or hunting arrangement, all lines in the arrangement shall have business service rates. Existing subscribers may retain their service as specified in Section A103. (T)
- D. Effective June 6, 1997, a rotary or hunting arrangement shall not hunt or rotary to a rotary or hunting arrangement at a different location or at the same location. Existing subscribers with rotary or hunting arrangements in which the last line in the arrangement (standard hunting) or the line preceding the original number dialed in the rotary sequence (circular hunting) is being redirected via Rotary Line Service to another rotary or hunting arrangement, at the same location or at a different location, shall be allowed to retain their arrangements as specified in Section A103. (T)

A3.11.3 Rates and Charges (See A3.2)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Local Exceptions (Cont'd)

A3.13.6 Tailored Local Calling Service (Obsoleted, See Section A103.) (Cont'd)

A3.13.7 Extended Area Service Differentials

A. General

1. The basic service area of the local calling area specified in A3.4 for each exchange listed following contains one or more exchanges for which an extended area service (EAS) differential must be charged. The EAS differential must be added to the appropriate rate group charge specified in this *Guidebook* for every type of exchange access line except ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service station lines in the exchanges listed following. For ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service the EAS differential must be added to the appropriate rate group charge for every type of network access register (NAR) in the exchanges listed following. The differential applies to flat rate, message rate, and measured service exchange access lines and NARs. The differential does not apply to Area Plus service exchange access lines and NARs. (T)
2. Exchange access lines include but are not limited to residence individual lines; residence party lines; residence trunk lines; business individual lines; business party lines; business trunk lines; PBX trunk service; hotel, motel, hospital, nursing home and time-share condominium PBX service trunk lines; direct-inward-dialing (DID) service trunk lines; telephone answering service trunk lines; auxiliary line service; Access Line Service for Payphone Service Providers; public announcement service control access lines; exchange sharing and resale trunks; and exchange sharing and resale DID trunks. Network access registers include network access register usage packages.
3. Universal Service Order Codes (USOCs) specified throughout this *Guidebook* apply for exchange access lines including the differentials in the exchanges listed following. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Network Access Register Usage Package

A3.14.1 General

The Network Access Register (NAR) Usage Package provides for exchange and long distance message network calling to and from main stations and attendant positions of an ESSX service, Digital ESSX service, MultiServPLUS service, BellSouth Centrex service or a system requiring trunk applications in conjunction with MegaLink channel service, FlexServ service or MegaLink ISDN¹ service. The NAR Usage Package provides for flat rate or usage rate network access. It is used for ESSX service and Digital ESSX service in conjunction with a Network Access Limiter as provided in Section A112., with the Feature Activation element of MegaLink channel service as provided in Section B7. of the Private Line *Guidebook*, with the channel connections associated with FlexServ service as provided in Section A32., or with MegaLink ISDN¹ service as provided in Section B7. of the Private Line *Guidebook*. The conditions and rates specified in other sections of this *Guidebook* for services which may be associated with the services discussed in this paragraph are in addition to the NAR rates specified elsewhere in Sections A3. and A103. (T)

A3.14.2 Reserved for Future Use

Note 1: MegaLink ISDN service obsoleted 11/04/96. (See Section B107.)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.15 Reserved for Future Use

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.16 Interconnection of Local Exchange Services for Cellular Mobile Carriers (CMC) (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3.17 Interconnection of Local Exchange Services for FCC Licensed RCCs, SMRCs, PLMRs and PCPs

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.17 Interconnection of Local Exchange Services for FCC Licensed RCCs, SMRCs, PLMRSs and PCPs (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.17 Interconnection of Local Exchange Services for FCC Licensed RCCs, SMRCs, PLMRSs and PCPs (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.17 Interconnection of Local Exchange Services for FCC Licensed RCCs, SMRCs, PLMRSs and PCPs (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.17 Interconnection of Local Exchange Services for FCC Licensed RCCs, SMRCs, PLMRSs and PCPs (Cont'd)

Interconnection services for Commercial Mobile Radio Service (CMRS) providers is now contained in the *General Subscriber Services Tariff*, Section A35. (T)

A3.18 Split Referral Intercept Service

A3.18.1 General

- A. Split Referral Intercept Service allows customers to have callers dialing a discontinued, changed or moved number referred by an operator to multiple working telephone numbers listed by name. The Company provides this service to the extent that number assignments, facilities and expected incoming call volumes permit. This service shall be provided for a minimum contract period of three months. The number of months should be negotiated at the time disconnect is requested.
- B. Split Referral Intercept Service is provided at a charge for subscribers of residence and business exchange access lines and PBX trunks.

Note 1: Assignment of NXX codes is subject to the code conservation measures outlined in BellCore TR-NPL-000275. Also when the Mobile/Paging Carrier requests a second dedicated NXX, it will be made available provided that at least 70 percent of the numbers in the initial NXX code have been utilized by the Mobile/Paging Carrier and periodic forecasts of number requirements have been provided to the Company.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.18 Split Referral Intercept Service (Cont'd)

A3.18.1 General (Cont'd)

- C. The discontinued number is the telephone number which is disconnected at the customer's request, changed or moved. The referenced telephone number is the working telephone number to which calls are directed from the discontinued number.

A3.18.2 Application of Rates and Charges

- A. Charges apply for the discontinued number plus each referenced telephone number. Charges for Split Referral Intercept Service, including the charge for the minimum contract period of three months and any charge for additional months, will be billed as a one time charge to the number to be discontinued. Requests for months exceeding the originally negotiated period will be handled on a case by case basis and will be subject to a Secondary Service Charge as specified in Section A4.
- B. No charge will apply if Split Referral Intercept is necessary for Company reasons (e.g., Company errors, area transfers). Additionally, if required, the service will be provided at no charge for public emergency agencies when the telephone numbers are changed or replaced by the universal emergency number "911".
- C. The following charges will apply:
 - 1. Residence

		Minimum Contract Period	Each Additional Month	USOC
(a)	Per telephone number discontinued	3 Months \$17.00	\$5.75	NA
(b)	Per telephone number referenced	16.00	5.25	NA
2. Business				
(a)	Per telephone number discontinued	34.00	12.00	NA
(b)	Per telephone number referenced	37.00	13.00	NA

A3.19 Reserved for Future Use

A3.20 Reserved for Future Use

A3.21 Reserved for Future Use

A3.22 Local Usage Detail (LUD)

A3.22.1 General

- A. Local Usage Detail (LUD) is an option for customers who desire a printed listing of local call details in lieu of the usual summary billing of all dialed, sent-paid, billed local usage.
- B. The provision of LUD will coincide with the billing period(s) for the access lines to receive detailed billing; i.e., the reporting of local call details will start at the beginning of a billing period and stop at the end of a billing period. For existing customers, LUD should be ordered at least five days prior to the billing date to ensure the timely start or stop of detailed reporting. However, if LUD is requested on an order which establishes service, detailed reporting will start coincident with establishment of the service.
- C. LUD will be provided on a per account basis.
- D. Charges for LUD are in addition to applicable local usage charges specified in this *Guidebook*.
- E. LUD is available for the following services:
 - Area Plus service
 - BellSouth Business Plus Option 2
 - Back-Up Line excluding BellSouth Business Plus service
 - Back-Up Line for BellSouth Business Plus service Option 2 only

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.22 Local Usage Detail (LUD) (Cont'd)

A3.22.2 Rates and Charges

A. The following charge applies for LUD.

1. Per monthly printed listing of local call details

	Charge	USOC
(a) Per local call listed for Area Plus Service and Back-Up Line excluding BellSouth Business Plus service only	\$.01	NA
(b) Per local call listed for BellSouth Business Plus service Option 2 and Back-Up line for BellSouth Business Plus service Option 2 only	0.00	NA

B. When an order is issued solely to initiate LUD, a Secondary Service Charge applies for Area Plus service only. Otherwise, normal service charges apply. When an order is issued solely to initiate LUD, no service charges apply for BellSouth Business Plus service only.

A3.23 Reserved for Future Use

A3.24 Local Directory Assistance Call Completion Service

A3.24.1 Description of Service

- A. Local Directory Assistance Call Completion (DACC) is an optional service provided to users of Local Directory Assistance (DA) Service. When dialing (411), Local DA customers may choose to have the telephone number they are requesting dialed by the DA System.
- B. The service is available to Business and Residence customers except as limited in A3.24.4 following.
- C. Individual message detail is not included as a part of this service.
- D. The service is available only where billing and terminal capability exists.
- E. Customers may request blocking of DACC Calls originating from their telephone lines by contacting the local Company Business Office.

A3.24.2 General Terms and Conditions

A. The service is not subject to concessions. (T)

A3.24.3 Use of the Service

A. The service is furnished subject to all applicable *terms and conditions* in section A2. (T)

A3.24.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 1. UniServ DA number requests
 2. Any Special Line Class Codes
 3. (DELETED)
 4. Alternately Billed Calls; e.g., Collect, Calling Card, or Billed to Third Number
 5. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 6. Calls from tandems where the end user cannot be identified
 7. Calls from the Company and COCOT Coin Stations

A3.24.5 Application of Charges and Exemptions

A. The charges specified in A3.24.6 following will be applicable to all subscribers.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.24 Local Directory Assistance Call Completion Service (Cont'd)

A3.24.5 Application of Charges and Exemptions (Cont'd)

B. Chargeable Calls

- 1. For charging purposes, a DACC completed call is as defined in Section A1.

(T)

A3.24.6 Rates and Charges

A. Service Charges

- (1) Directory Assistance Call Completion Charge

- (a) Charge Per Completed Call

Rate	USOC
\$.00	NA

A3.25 Directory Assistance/Directory Assistance Call Completion Service

A3.25.1 Description of Service

- A.** Directory Assistance/Directory Assistance Call Completion (DA/DACC) provides the subscribing customer a Company local exchange subscriber telephone number and local call completion to the number provided, if requested, given a listed name and address.
- B.** DA/DACC is for use by Mobile Service Providers (MSPs) only, except as limited in A3.25.2 following.
- C.** DA/DACC is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Switching Office (MTSO) and the Company location where DA/DACC is provided.
- D.** DA/DACC is available only where billing and network capability exists.
- E.** Access to call detail records is included as a part of this service.

A3.25.2 General Terms and Conditions

(T)

- A.** The subscribing DA/DACC Mobile Service Provider (MSP) must make arrangements with the Company for provision of dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided. Such interconnect trunks may be obtained as referenced in *the General Subscriber Services Tariff*, Section A35.

(T)

A3.25.3 Use of the Service

- A.** The service is furnished subject to all applicable *terms and conditions* in Section A2.

(T)

A3.25.4 Limitations of Service

- A.** The service is not available for the following classes of service call categories:
 - 1. Residence and Business Customers
 - 2. Alternately Billed Calls; e.g., Collect, Calling Card, or Billed to Third Number

A3. BASIC LOCAL EXCHANGE SERVICE

A3.28 Trunk Side Access Facility

A3.28.1 General

- A. A trunk side connected facility allows only for termination of incoming calls to the subscriber.
- B. The trunk side access facilities identified herein are for the provisioning of Uniform Access Number/Automatic Number Identification (ANI) service as specified in A113.58. (T)
- C. All facilities specified herein require termination at a Traffic Operator Position System (TOPS) Tandem Office. Foreign Central Office or Foreign Exchange channel mileage is required between the customer's Serving Wire Center and the TOPS Tandem Office.

A3.28.2 Terms and Conditions

- A. Individual line and PBX trunk business customers and MegaLink channel service customers may subscribe to this service at their option where facilities permit. (T)
- B. No local measured or message rate service charges or long distance message telecommunications service charges will be collected from end users for calls to a Uniform Access Number (UAN) customer. Long distance charges associated with calls to a UAN will be reverse billed to the UAN customer.
- C. Normal service charges, as specified in Section A4. will apply. (T)
- D. Existing optional calling arrangements or experimental plans are not applicable with this service.

A3.28.3 Rates and Charges

A. Access Line Charges

- 1. The following rates and charges are for trunk-side connected local exchange access facilities for use with Uniform Access Number/Automatic Number Identification Service and are applicable to individual business lines, PBX trunks or MegaLink channel service lines.

- a. Facilities Connected at a TOPS Tandem Office^{1,2}

- (1) Single Voice Grade Facility, Rate Groups 1-4

	Group				
	1	2	3	4	USOC
(a) Per Facility	\$38.58	\$41.13	\$43.68	\$46.23	B1E

- (2) Single Voice Grade Facility, Rate Groups 5-7

	Group				
	5	6	7	8	USOC
(a) Per Facility	\$48.78	\$51.33	\$53.88	\$-	B1E

- (3) MegaLink channel service, Rate Groups 1-4

	Group				
	1	2	3	4	USOC
(a) Per NAR	\$16.60	\$18.03	\$19.46	\$20.89	6QN

- (4) MegaLink channel service, Rate Groups 5-7

	Group				
	5	6	7	8	USOC
(a) Per NAR	\$22.31	\$23.74	\$25.17	\$-	6QN

Note 1: The TOPS tandem trunk is required for Automatic Number Identification (ANI) service. UAN is required for ANI service.

Note 2: Rates shown are same as rates specified in A3.2.1.B. and A3.14.2.G. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.28 Trunk Side Access Facility (Cont'd)

A3.28.3 Rates and Charges (Cont'd)

A. Access Line Charges (Cont'd)

1. (Cont'd)

a. Facilities Connected at a TOPS Tandem Office^{1,2} (Cont'd)

(5) Trunk Supervisory Signaling for Facilities Connected at a TOPS Tandem Office³

	Nonrecurring Charge	Monthly Rate	USOC SLMB+
(a) Per Single Voice Grade Facility or NAR	\$-	\$-	

A3.29 Reserved for Future Use

A3.30 Reserved for Future Use

Note 1: The TOPS tandem trunk is required for Automatic Number Identification (ANI) service. UAN is required for ANI service.

Note 2: Rates shown are same as rates specified in A3.2.1.B. and A3.14.2.G.

Note 3: One trunk supervisory signaling rate element is always required per single voice grade facility or MegaLink channel service NAR terminated at a TOPS tandem office.

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline

A3.31.1 Description of Service

- A. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket No. 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket No. 96-45, which complies with the Telecommunications Act of 1996 and the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012. Specific terms and conditions are as prescribed by the South Carolina Public Service Commission and are as set forth in this guidebook.
- B. Lifeline is supported by the federal universal service support mechanism.
- C. Federal uniform support of nine dollars and twenty five cents (\$9.25) is available for each Lifeline service and is passed through to an eligible customer via a monthly Federal Lifeline credit. An additional three dollars and fifty cents (\$3.50) credit is provided by the state. The total Lifeline credit available to an eligible customer in South Carolina is twelve dollars and seventy-five cents (\$12.75). The amount of credit will not exceed the charge for local service.

A3.31.2 Terms and Conditions

- A. General
 1. One low income credit is available per household and is applicable to the primary residential connection only. Lifeline support is limited to a single subscription per household where household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.
 2. A Lifeline customer may subscribe to any local service offering available to other residence customers.
 3. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
 4. No deposit will be required of a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
 5. Neither the Federal Universal Service Charge nor the South Carolina Intrastate Universal Service Surcharge will be billed to Lifeline customers.
 6. A Lifeline subscriber's local service will not be disconnected for non-payment of toll charges. Local service may be denied for non-payment of local calls in accordance with A2. Access to toll service may be denied for non-payment of toll charges. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
 7. The full Lifeline credit amount of twelve dollars and seventy-five cents (\$12.75), representing federal plus state credits, will be passed through to resellers for their eligible end users unless the non-discounted local service rates and charges, as described in A3.31.1.C., is less than this credit amount, in which case, the amount of the credit for the resold line will be adjusted to equal the total of the non-discounted local service rates and charges.
- B. Eligibility
 1. To be eligible for Lifeline, a customer must be a current recipient of any one of the following low income assistance programs.
 - a. Temporary Assistance for Needy Families (TANF)
 - b. Supplemental Nutrition Assistance Program (SNAP)
 - c. Medicaid
 - d. Federal Public Housing Assistance/Section 8
 - e. Low-Income Home Energy Assistance Program (LIHEAP)
 - f. Supplemental Security Income (SSI)
 - g. National School Lunch Program's free lunch program

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.2 Terms and Conditions (Cont'd)

(T)

B. Eligibility (Cont'd)

2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.
3. Additionally, a customer with total net annual income that does not exceed one hundred thirty five percent (135%) of the Federal Poverty Guidelines qualifies for Lifeline.

C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis. Recertification is required annually.
2. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
3. When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.
4. Resellers providing Lifeline service from this guidebook are responsible for determining proof of eligibility prior to requesting the service. As set forth in 47 C.F.R. § 54.417(a) and (b), a reseller must provide a certification, upon request, to AT&T that it is complying with all FCC and applicable State requirements governing the Lifeline program, including certification and verification procedures. Resellers are required to retain the required documentation for three (3) years and be able to produce the documentation to the Commission or its Administrator to demonstrate that they are providing discounted services only to qualified low-income customers as outlined in B. preceding. Disclosure requirements described in 2. are applicable to resellers of Lifeline service.

A3.31.3 Rates and Charges

A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service Charges in Section A4 are applicable for installing or changing Lifeline service.
3. The Secondary Service Charge in Section A4 is not applicable when existing service is converted intact to Lifeline.

B. The total Lifeline credit consists of one Federal credit plus one State credit

1. Federal credit

	Monthly Credit
(a) Temporary Assistance for Needy Families (TANF)	\$9.25
(b) Supplemental Nutrition Assistance Program (SNAP)	9.25
(c) Medicaid	9.25
(d) Income at or below 135% of the Federal Poverty Guidelines	9.25
(e) Federal Public Housing Assistance/Section 8	9.25
(f) Low-Income Home Energy Assistance Plan (LIHEAP)	9.25
(g) Supplemental Security Income (SSI)	9.25
(h) National School Lunch Program's free lunch program	9.25

2. State credit

(a) All programs, one per Lifeline service	3.50
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A3. BASIC LOCAL EXCHANGE SERVICE

A3.32 Classroom Communication Service

A3.32.1 General

- A. Classroom Communication Service provides local access service for in-classroom voice and data communications. It is intended only as a communications link placed in classrooms or information retrieval centers for the purpose of enhancing the education process by allowing teachers to conduct classes at multiple locations and to access various informational databases.
- B. This service is available to full time educational institutions, public or private, teaching grades kindergarten through twelve that are eligible to be chartered by the state of South Carolina.
- C. Access lines provided under these conditions must not be used for administrative purposes.
- D. The *terms* and conditions of service specified in A3.2.3.A. for Area Plus service apply for Classroom Communication Service. (T)
- E. Directory listings will not be provided.
- F. Normal application of service charges as specified in Section A4. for a business access line shall apply for this service.
- G. All *terms and conditions* appearing in other sections of this *Guidebook* apply unless otherwise stated herein. (T)

A3.32.2 Rates and Charges

- A. The following monthly rates apply for Classroom Communication Service.
 - 1. Individual Line Service

	Monthly Rate	USOC
(a) Per line	\$8.00	CCS
2. Rotary Line Service ¹		
(a) Per individual line in a rotary group as specified in A3.11	10.65	HTGAP

- B. Usage Charges

- 1. The usage charges specified in A103.2.3 for Area Plus service apply for Classroom Communication Service.
- 2. Monthly billable usage charges for calls terminating in the basic service area will not exceed \$15.00 for a Classroom Communication Service individual line. Operator-assisted calls and customer-dialed credit card calls are not included in the line usage for application of the monthly billable usage limit.
- 3. A usage package which provides a twenty percent discount for all local usage charges is available to Classroom Communication Service subscribers. The conditions as specified in A103.2.3.B.2.d. apply to this usage package. The rate for this package is as follows:

	Rate	USOC
(a) Per Classroom Communication Service line	\$2.00	CCSUD
4. A usage package which waives all local usage charges and provides unlimited free calling to the entire local calling area is available to Classroom Communication Service subscribers. The conditions as specified in A103.2.3.B.2.d. apply to this usage package. The rate for the package is as follows:		
(a) Per Classroom Communication Service line	30.00	CCSUU

A3.33 Reserved for Future Use

A3.34 Reserved for Future Use

A3.35 Reserved for Future Use

A3. BASIC LOCAL EXCHANGE SERVICE

A3.46 AT&T Business Local Calling Assurance

A3.46.1 General

- A. AT&T Business Local Calling Assurance is offered where facilities and equipment are available.
- B. AT&T Business Local Calling Assurance is a one (1) to four (4) line offering available to business subscribers and consists of the following for a fixed monthly rate:
 - Business Access Line (flat rate-unlimited local calling)
 - Caller ID Deluxe
 - Remote Access to Call Forwarding (or) Call Forwarding Variable
- C. All of the *terms, conditions* and limitations specified elsewhere in this section or in Section A13. apply to the respective services and features provided as part of this service. (T)
- D. AT&T Business Local Calling Assurance requires a 12-month or 24-month term agreement¹. The fixed monthly rate provided with this service continues after the end of the term.
- E. Normally applicable service charges (i.e. line connection charges) will not apply for lines included in this offering.
- F. This offering is only available to single location subscribers and only one package is permitted per location.
- G. This offering may not be used concurrently with any local exchange service term election agreement program or local service promotion unless otherwise stated.
- H. Fees applicable to early termination of an agreement do not apply to the AT&T Business Local Calling Assurance term agreement.

A3.46.2 Rates and Charges

- A. AT&T Business Local Calling Assurance
 - 1. Package includes flat rate business line and specified features

	Monthly Rate	USOC
(a) Each 1-line package	\$25.00	PGOV1
(b) Each 2-line package	50.00	PGOV2
(c) Each 3-line package	75.00	PGOV3
(d) Each 4-line package	100.00	PGOV4

Note 1: Effective January 2, 2015, 24-month term agreements are obsolete and no longer available to new or renewing subscribers.

A4. SERVICE CHARGES

A4.1 Definitions

SERVICE CHARGE

Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service Charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

Line Connection Charge (First Line, Additional Line) - Applies for establishing an exchange access line or trunk. The charge includes service ordering, central office work, exchange access line work and a standard voice miniature six position network interface.

Line Change Charge (First Line, Additional Line) - Applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number changes and suspend/restore.

Secondary Service Charge - Applies per customer request for the receiving, recording, and processing of customer requests to change services or add new or additional services.

Premises Work Charge - A nonrecurring charge based on the labor time and miscellaneous material required to perform customer requested work such as rearranging the drop wire, protector and/or network interface.

CUSTOMER REQUEST

The term "per customer request" as used in this section shall be defined as a customer request for service that is ordered at the same time to be provided on the same date, the same premises, the same system, and the same account.

A4.2 Application of Charges

A4.2.1 General

- A. Except as provided hereinafter, the following are subject to service charges:
 1. All classes of Basic Exchange Service, ISDN, Centrex Type Services, Mobile Telephone Service, Telephone Answering Service and additional classes of service provided in this *Guidebook*. (T)
 2. Features and ancillary services.
 3. Miscellaneous service arrangements and auxiliary equipment
- B. For Mobile Telephone Services the appropriate Business service charges are applicable.
- C. The Line Connection Charge includes a standard voice miniature six position network interface for simple type services which do not require other network interfaces. See Section A14. for FCC approved network interfaces.
- D. Installation charges throughout this *Guidebook* may be applicable in addition to the charges in this section. (T)
- E. Service charges may be required to be paid at the time of application for service.

A4.2.2 Line Connection Charge Application

- A. The First Line Connection Charge is applicable if the customer is requesting only one line or for the first line of a multiple line request.
- B. The Additional Line Connection Charge applies on multiple line requests for each line to be connected after the first line on the request.
- C. The Line Connection Charge applies:
 1. For the connection of each exchange access line or trunk.
 2. On ESSX-1 service for the connection of a Network Access Register (NAR).

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 Construction Charges

A5.1.1 Application

The provisions of this section apply to aerial, buried and underground construction on public highways and private property.

A5.1.2 General

- A. Construction charges are applicable under certain conditions as hereinafter set forth and are in addition to other charges specified in this Guidebook.
- B. Construction charges are payable upon application for service or when billing is rendered as the Company, at its option, may require.
- C. Construction performed by the applicant, where authorized in this Guidebook, is subject to the approval of the Company.
- D. The word "cost", when used in this Section, means the in-plant cost consisting of labor, materials, supervision and other overhead expenses associated with the construction. Estimated cost will be used; however, where the subscriber requests, actual cost will be used where practicable.
- E. Except as otherwise provided herein, the *terms and conditions* in this Guidebook contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired. (T)
- F. When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under the provisions of this Section, the attachment rental charges to the Company for such attachments may be assessed to the applicant(s) in whole or in part as the particular circumstances may warrant.
- G. When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing and retaining such right-of-way.

A5.1.3 Construction on Public Highways or Other Easements

A. Pole Line Construction

- 1. No construction charge is applicable for the provision of new pole line construction on public highways or other easements within the base rate area, or outside the base rate area when such pole line is to be used in serving subscribers in general.
- 2. Except as provided above, when an applicant for service is located outside the base rate area in territory where new pole line construction is required and the revenue is not expected to be sufficient to insure, within a reasonable time, an adequate return on the necessary investment, the Company will provide new pole line construction to the extent of two poles per subscriber to be served at no construction charge, provided said two poles are to be used for the purpose of carrying central office circuits. Poles in excess of such two poles per subscriber to be served are provided in one of the following methods:
 - a. The subscriber may pay the Company the cost of each pole provided. Ownership and maintenance of such poles is vested in the Company.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.5 Reserved for Future Use

A5.6 Contract Service Arrangements

A5.6.1 General

- A. When economically practicable, customer specific contract service arrangements may be furnished in lieu of existing Guidebook offerings provided there is reasonable potential for uneconomic bypass of the Company's services. Uneconomic bypass occurs when an alternative service arrangement is utilized, in lieu of Company services, at prices below the Company's rates but above the Company's incremental costs.
- B. Rates, Charges, Terms and additional *terms and conditions*, if applicable, for the contract service arrangements will be developed on an individual case basis, and will include all relevant costs, plus an appropriate level of contribution. (T)
- C. Unless otherwise specified, the *terms and conditions* for contract service arrangements are in addition to the applicable *terms, conditions* and rates specified in other sections of this Guidebook. (T)

Pages 16 through 32 are hereby deleted in their entirety and removed from this Guidebook.